

## **OBSERVATION REPORT # 25**

**Access Service Requests (ASRs) submitted by KPMG Consulting were assigned Dues Dates by Verizon without negotiation.**

### **Issue**

KPMG Consulting faxed numerous ASRs to Verizon-NJ (VZN-NJ) between September 19 and September 21. KPMG Consulting requested a September due date for each service ordered.. Following the process set by VZN-NJ during the DS1 and DS3 Loops ASR Ordering Workshop held in June 2000, VZN-NJ is required to negotiate the due dates before completing the orders.<sup>1</sup> However, VZN-NJ assigned the due dates without any negotiation. .

The following table lists a sample of PONs for which the due dates were not negotiated.

<b>Issue</b>	<b>PON</b>	<b>VER</b>	<b>Date Sent</b>	<b>Desired Due Date</b>	<b>VZN Due Date</b>
1	093011B	AB	09/20/00	09/26/00	10/23/00
2	BILL 90011-1	AA	09/21/00	09/26/00	10/24/00
3	BILL 92011-1	AA	09/21/00	09/28/00	10/24/00
4	093011 C	AA	09/21/00	09/26/00	10/24/00

### **Assessment**

The assignment of non-negotiated due dates by VZN-NJ for ASRs does not follow the documented process for ASR completion. This may result in delayed or inconvenient service provisioning times for CLECs and may impact CLECs' ability to provide timely service to their customers.

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<sup>1</sup> DS1 and DS3 Loops ASR Ordering Workshop Bell Atlantic South, June 2000.